

**Company Name** Semprae Laboratories, Inc.

**Job Category** Customer Service

**Location** Saddle Brook, NJ

**Position Type** Full-Time, Employee

**Salary** \$65,000 to \$85,000 per year

**Experience** 3-5 Years Experience

**Desired Education Level** Bachelor's Degree

**Position** CUSTOMER SERVICE/CALL CENTER MANAGER

Semprae Laboratories markets women's sexual health and well-being products that will be primarily available through direct sales and online, with some retail (Wal-Mart, Target) and eetail distribution.

We are seeking an experienced, Customer Service Manager (CSM) who will be a key player in executing our aggressive Customer Service Plan. As a membership based program Semprae is committed to our customers and expect that our new CSM will help bring even more value to our customers' memberships. As a valued member of our team, the CSM will have a direct impact on service and sales by maximizing internal and external customer satisfaction.

We are looking for a Manager with the following traits:

- Problem solver – looks for solutions
- Team player – focused on your role but always willing to help others
- Get it done on time, within budget – comfortable with 80/20 decision making
- Flexible, entrepreneurial – comfortable in start-up environment, hands-on
- Data driven – use number to drive Semprae business
- Comfortable with Semprae speed – fast paced environment
- Takes ownership – Zestra® customers are your customers
- High integrity – TRUST

#### **DUTIES:**

- Build and Manage team of Customer Service Representatives (CSR) in a new Call Center environment for product and membership program inquiries, while providing excellent customer care. (Call Center is currently outsourced – the CSM will be instrumental in bringing it in-house).
- Hire and develop CSRs to meet service levels and business requirements with superb telephone and communication skills, ability to learn, and desire to exceed customer expectations to include: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Comfortable with the topic to help CSR's to get comfortable speaking to consumers about female sexual satisfaction
- Manage Customer Service Reps (CSRs) on real-time basis to meet defined performance targets and to ensure Zestra®'s customers' needs are met and exceeded, creating and maintaining a healthy, positive and motivating work environment by consistently demonstrating and communicating Zestra®'s mission and values.
- Create call center guidelines including policies and procedures, daily scheduling, customer retention goals and customer satisfaction levels to drive continual gains in productivity and customer satisfaction.
- Work with the Management Team to ensure the highest level of customer retention and loyalty, providing feedback to the Management Team as to how Semprae can improve its customer retention.
- Direct the on-going development and relevance of a Solutions Knowledge Base to enable customer self-service and auto-email response to incoming inquiries.
- Create a complete reporting process for all customer care metrics by implementing a call management and incident tracking system that uses metrics-based Customer Support operations management to ensure quality handling of all Customer Service issues

- Propose and develop alternative solutions to customer inquiries to help the company bottom line while not causing any drop in customer satisfaction.
- Improve processes for incoming call routing, escalation of customer issues and complaints.
- Resource planning based on analytical forecast of call volumes, response times, and time-to-resolution.
- Train CSRs to resolve customer complaints and problems to the satisfaction of the customer and strive drive for first call resolution
- Identify call center process improvements through escalations and floor observation to achieve quality, calls per sub and call center cost goals.
- Employ and measure continuous improvement programs.

#### **REQUIREMENTS:**

- Ideal candidate will have Call Center Customer Service Leadership experience with a minimum of 3 years of supervisory responsibility and have knowledge of call center technology and telephony.
- Bachelors Degree in Business, Communications or related field (or equivalent experience)
- High energy individual who understands what it takes to drive customer loyalty and enjoys working in a start-up environment
- Has strong interpersonal, communications, analytical skills
- Must have very strong Microsoft Office and technology background.
- Excellent customer service skills, with proven track record of achieving high customer satisfaction and loyalty.
- Experience leveraging Web-based technologies to scale the Contact Center, such as Live Chat, solutions knowledge base, Web-based training, Idea Exchange (blogs, discussion boards), etc.
- Excellent coaching skills to groom entry-level hires.

#### **COMPENSATION:**

- Competitive salary based on experience
- No relocation assistance offered for this position
- Annual Cash Incentive Plan
- Medical, Dental, Life Insurance
- 401K
- Paid Time Off
- Long Term Disability

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